



Supervisee Pulse Survey

VIDEO INTERACTIONS

Pulse surveys are effective in helping guide and improve organizational practices in a focused area. In May 2020, DCS conducted its first Supervisee Pulse Survey to gauge how supervisees are perceiving the use of video interactions as a means to communicate with community supervision officers (CSOs). The insights into supervisees' experiences gained from this survey serve as a valuable resource for improving the quality and efficiency of community supervision in Georgia.

The Supervisee Pulse Survey was delivered electronically over a 2-week period to a total of 200 individuals across five judicial circuits (40 surveys per circuit). The participating circuits were Atlanta, Eastern, Rome, Dougherty, and Augusta. There were 174 respondents. All respondents expressed their level of agreement with three statements regarding video interactions (see Table 1). The majority of respondents indicated that video interactions are convenient, comfortable, and meaningful.

Table 1: Supervisee Pulse Survey



#	Survey Statements
1.	<i>Meeting by video call is easier than meeting at home or the community supervision office.</i>
2.	<i>I am comfortable with talking to a CSO during a video call.</i>
3.	<i>I am able to have a meaningful conversation with a CSO during a video call.</i>

CONVENIENT

Supervisees tend to have barriers (e.g., transportation, work schedule, etc.) that interfere with reporting to an office or being present for unannounced home visits. Respondents were asked about the ease of reporting via video interactions compared to traditional methods (e.g., home or office) and the majority (82%) indicated that video interactions were easier (see Figure 1).

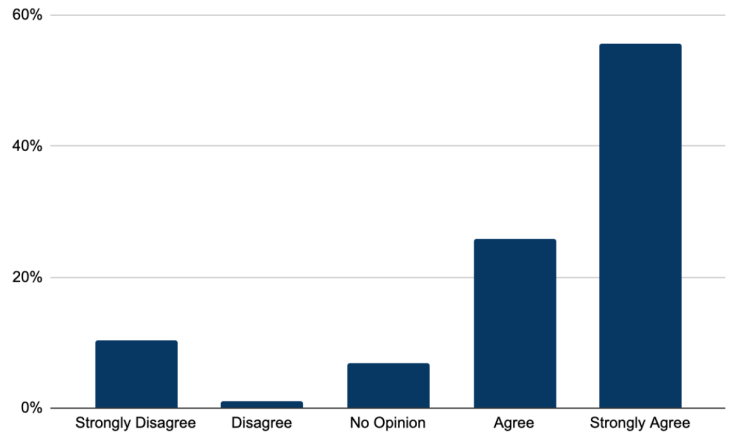


Figure 1: Meeting by video call is easier than meeting at home or the community supervision office.

COMFORTABLE

The average time CSOs spend with supervisees during video interactions (23 minutes) is almost four times more than during home visits (6.5 minutes). To learn more about the time spent during interactions, supervisees were asked whether they are comfortable talking to a CSO during video calls. 84% of respondents reported a level of agreement to that statement (see Figure 2).

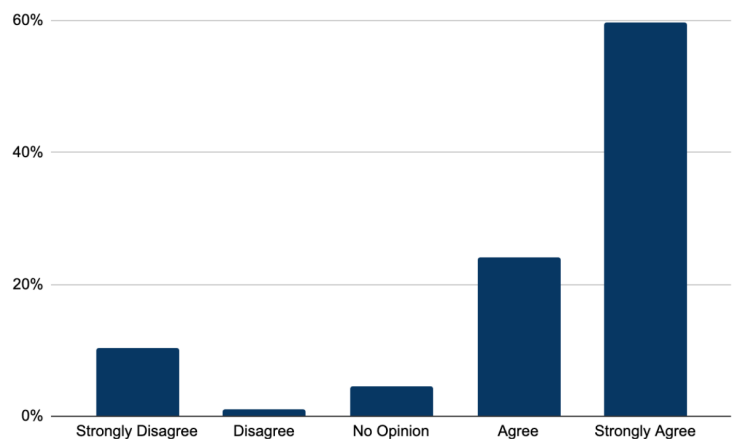


Figure 2: I am comfortable with talking to a CSO during a video call.

MEANINGFUL

To promote success, it is imperative for officers to not only monitor compliance but have meaningful interactions with the individuals they supervise. With respect to meaningful interactions, the results were favorable: 83% of respondents agreed or strongly agreed that they are able to have a meaningful conversation with a CSO during a video call (see Figure 3).

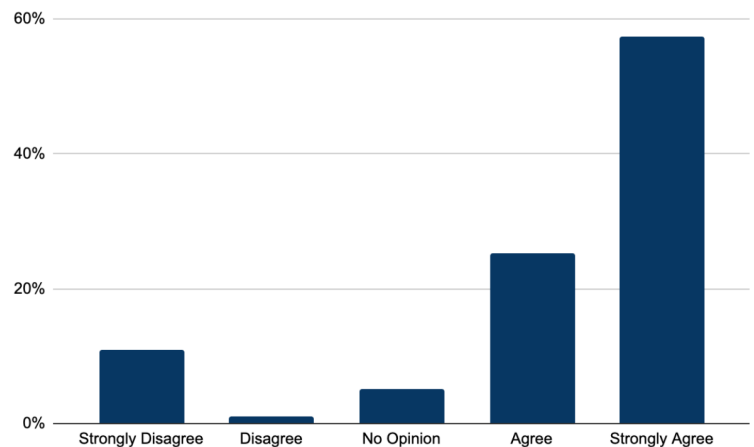


Figure 3: I am able to have a meaningful conversation with a CSO during a video call.